FOIAonline
Change Control Board
(With Notes)

February 18, 2021
(3:00 – 4:00 EST PM)

Microsoft Teams Meeting (see invite)
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Meeting ID: (b) (6)

Agenda

- Current Deployment Priorities
  - Benefits
  - Timeline
- External Requirements/Drivers
  - National FOIA Portal
  - CASES Act…
- Deferred Functionality
  - Discussion
- Escalated Issues: Confirmed
- Partner Identified Enhancements
- CCB Workgroup Planning

Current Development Priorities

- Internal
  - System Index Redesign (Release V. 4.4)
  - Migration to EPA's Managed Amazon Web Service (AWS)
- External
  - National FOIA Portal Integration

Internal Priorities: Benefits

- Index Redesign:
  - The new design will push all updates to content, assignments, and case status changes immediately to dashboards and search/report results

- Migration to EPA's AWS:
  - Moving to EPA's managed AWS environments will provide greater control and oversight improving release quality and access to additional support and integration with other services

Development Timeline

4/15/2021:
- Index Reconfiguration (Version 4.4)
  - Develop, deploy in staging and test

4/30/2021:
- AWS Migration
  - Deploy V. 4.4 to EPA's AWS

6/15/2021:
- Fine tune the AWS environments and V 4.4 operability

9/30/2021:
- National FOIA Portal Integration
- Annual Report Preparation

External Requirements

- National FOIA Portal
  - Implementation of the National FOIA Portal's Application Programming Interface (API) requiring FOIAonline to seamlessly accept FOIA requests from the National FOIA Portal by FY2022.

- CASES Act Objective:
  - Accept remote identity-proofing and authentication for the purposes of allowing an individual to request access to their records or to provide prior written consent authorizing disclosure of their records under the Privacy Act.
  - Additional detail provided on following slides (to address Partner requests)

Modernizing Access to and Consent for Disclosure of Records Subject to the Privacy Act (OMB M-21-4)

- Requirements:
  - <u>Post on the agency's website privacy program page access and consent forms</u>, as customized by the agency and update all relevant portions of the agency's website that pertain to obtaining access to records with these forms and instructions on how to submit requests digitally.

  - <u>Accept the access and consent forms</u> from any individual properly identity-proofed and authenticated remotely through digital channels for the purpose of individual access to records or for authorizing disclosure of the individual's records to another person or entity, including a congressional office.

Meeting Requirements of CASES Act

FOIAonline Currently Supports:

- Agencies' ability to provide a link from the request form to their agency's access and consent forms along with any customized instructions for submission
- Requesters can append their request (FOIA/Privacy) with the completed form as supporting materials

Current Functionality Does Not Support

- Digital authentication of individuals submitting a request

Status of FOIAonline Functionality:

- Extending the functionality to incorporate an authentication service for requesters in NOT on our current development roadmap

Deferred Functionality

- <u>Records Management</u>:
  - Provide the ability to manage records in accordance with record retention schedules including, report generation, scheduling deletions, and applying litigation holds preventing deletions
- <u>Proactive Release Library</u>:
  - Provide the ability publish records for public access separately from FOIA requests
- <u>Bulk Upload/Download</u>:
  - Expand the ability to issue large record upload and download jobs that can run continuously without impacting other case actions or timing out

Discussion:
- Development considerations
- Assessing level of priority

Escalated Issues: Confirmed

- Inability to open cases or complete close out

- Timing out during record upload

- Inability to use special characters in filenames

- Error messages frequently encountered

- Periodic Bugs (clock, permissions, accounts, etc.,)

- Inaccurate reports (e.g., delinquency, monthly)

Partner Identified Enhancements

- <u>File Types</u>: Expand acceptable file types: (e.g., .zip, .msg, .adx, .PST)

- <u>File Size</u>: Increase file size limitation of 15MB for attachments to correspondence

- <u>Enable APIs</u>: Provide that ability to promote FO content to Agency managed websites or business processes

- <u>No Record Response</u>: create ability to send a response directly to the requester through the system

- <u>Pay.gov Confirmation Detail</u>: Capture additional information in the payment confirmation (e.g., organization of the requester, others?)

- <u>Expand Search Options and Data Returned</u>: current search options and results returned are too limited. (Related: Public requests for expanded search functionality)

Partner Identified Enhancements

- <u>Expand Record Sorting Options</u>: from case file. Recent inclusion of search by record release category is too limited: (e.g., sort by release date)

- <u>Additional Close Out Option</u>: for Fee Waiver and Expedited Processing requests that does not reflect withdrawal when cases are closed without perfection

- <u>Enable Full Text Search</u>:

- <u>Enable 508 Assistance Service</u>: apply tools to apply Optical Character Recognition or text layer to promote discover

- <u>Include Fee Category on Request Form</u>: allow requester to indicate their fee category on request submission

- <u>Expand System Logic</u>: (i.e., When fee waiver determination is "Full Grant" do not pose billing questions.)

- <u>Show Number of Clock Days Stopped</u>

CCB Workgroup Planning

- EPA would like to poll this workgroup to help validate the effectiveness of major system improvements (e.g., index, migration)

- Considering the current set of development priorities, we anticipate meeting on a quarterly basis is the most efficient use of time

- Next Meeting: dependent on release V4.4 (anticipate mid-May, 2021)

Questions?

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